

In addition to the job description, CCM operates under a new Strategic Framework, also attached.

To apply, please send cover letter and résumé to Executive Director, Crisis Control Ministry, 200 East Tenth Street, Winston-Salem, NC 27101 by May 24, 2019, or email to [melliott@crisiscontrol.org](mailto:melliott@crisiscontrol.org).



## Director of Community & Volunteer Relations

### **Job Description**

**QUALIFICATIONS:** College degree with 1-2 years related experience or equivalent combination of education and professional experience related to community relationships, outreach, and volunteer management; Familiarity with local community resources; Comfortable speaking to small or large groups, and interviews with the media; Excellent skills in written and verbal communication; Computer literacy in word processing, graphic design, spreadsheets, and database management; Strong interpersonal skills; Ability to perceive organizational needs related to volunteers

**JOB SUMMARY:** Responsible for building and maintaining partnerships with corporations, businesses, civic groups, schools, local colleges and universities, public and nonprofit agencies, private institutions, individuals, and in particular religious congregations. Manages recruiting, selection, and placement of the volunteer program.

**HOURS OF WORK:** Full-time

**CLASSIFICATION  
OF EMPLOYMENT:** Nonexempt

**SUPERVISED BY:** Executive Director

### **RESPONSIBILITIES**

#### **I. Administration**

- A. Submit articles to the ministry newsletter and web site.
- B. Develop and manage an annual budget for congregational and volunteer program.
- C. Coordinate with other Philanthropy team members the successful rollout of the Holiday Honor Card program, SHMEDFEST, Hope du Jour, and other events.
- D. Renew Service Enterprise certification every 3 years.

#### **II. Community**

- A. Communicate and meet with community contacts in timely and effective manner. Follow up on all leads for potential volunteers suggested by staff, volunteers, friends, etc.
- B. Work cooperatively with the Philanthropy Office to solicit opportunities and to respond to requests to speak with community groups identified as possible sources of volunteers.

#### **III. Congregations**

- A. Develop and implement a comprehensive plan for consistent contact and meetings with supporting congregations and cultivate new congregations regarding volunteerism and local mission opportunities.

#### **IV. Interns**

- A. Place interns in their ideal role, evaluate their progress, and maintain open communication with the university or college along with the Director of Client Services.

#### **V. Programs and Policies**

- A. Develop, recommend, and implement policies and procedures relative to programs managed.
- B. Review program operations, including volunteer recruitment, commitment, and longevity strategies to determine need for new or revised updates.

#### **VI. Reports**

- A. Design and implement methods of surveying volunteers and staff as needed.
- B. Complete statistical reports on volunteer activities and attendance.
- C. Regularly prepare report for Board of Directors meeting packet.

#### **VII. Volunteers**

- A. Conduct tours for potential volunteers, businesses and corporations, civic groups, congregations, and agencies.
- B. Coordinate the volunteer involvement for the Dixie Classic Fair to include the following: preparing supply bins, ordering t-shirts, and setting the schedule.
- C. Maintain a comprehensive plan for contacting schools and colleges, attending volunteer fairs, and generally pursuing any avenue likely to offer the possibility of attracting student interns, and volunteers.
- D. Review all applications, complete appropriate background checks, determine what position the volunteer applicant would be best suited for, and provide this information to supervisors as needed.
- E. Design a regular orientation process for persons who express an interest in volunteering that includes but is not limited to philosophy, policies, expectations, staff relations, and confidentiality.
- F. Process new volunteers, regularly update volunteer records, and maintain volunteer database in Apricot.
- G. Participate in making changes in volunteer placements when appropriate to make the best use of skills and aptitudes, to fill needs, or to honor a volunteer's preference.
- H. Interact with volunteers to build community.
- I. Receive and process complaints from staff and volunteers and attempt to negotiate resolution of any difficulties or miscommunication.
- J. Terminate volunteers as necessary.
- K. With the help of CCM's staff, coordinate and develop ongoing and short-term volunteer opportunities.
- L. Coordinate and implement volunteer recognition programs and events.

#### **VIII. Other Responsibilities**

- A. Plan and coordinate with other staff (Volunteers, PR, Operations, Food Pantry) all Dixie Classic Fair operations for the "Food Drive Day".
- B. Participate on Board committees as needed.
- C. Perform other duties as assigned.



## Operating Strategic Framework

**The Challenge:** People experiencing financial crisis often receive temporary assistance. But far less often do those in chronic situations receive the kind of individualized, holistic attention necessary to address their particular circumstances. Differences in cultural norms between service providers and receivers complicate matters. Experience has shown the greatest progress is achieved when a genuine human relationship can be established with those seeking help. This is the essential bridge to a better life for everyone.

**What We Want to Avoid:** We are against claiming to have all the answers, one size fits all solutions, superficial answers to hard life questions, and thoughtless referrals. We oppose bureaucratic behaviors, demeaning stereotyping, and the “them” mentality. We are against cold spirited, rule driven, change resistant, negative thinking, and soulless institutions.

**What We Seek to Be:** People who embrace “Person-Centered Relationships” as our predominant strategy for helping the people who come to us for emergency assistance. We also want to encourage and work cooperatively with other service providers to embrace this same strategy.

**Our Core Purpose (What Drives Us):** We believe “Person-Centered Relationships” produce far better outcomes. By “Person-Centered,” we mean relationships that are human, genuine, tailored to individual circumstances, and “full of truth and grace.” We want to be part of a core group of providers, working together, using *Bridges Out of Poverty* learning, to improve outcomes for people in financial stress.

**Who We Are, What We Do:** Crisis Control Ministry is a Christian-based organization that provides emergency funds, prescriptions, food and essential life skills education to people in urgent need. Help is provided in a spirit that radiates compassion, unflinching positive regard, and helpful individualized encouragement and guidance.

**Our Core Belief:** Everything we seek to accomplish depends on building genuine human relationships in *everything* we do.

### Our Unifying Principles

(The Qualities that Support Our Vision, Core Purpose, and Mission; How We Choose to Live and Work; The Principles That Guide Our Decision Making; What Unites Us)

- **Love:** Seek the highest good for those who seek our help and for those who provide it. Love is the energy that creates human connection and perfectly balanced truth and grace.
- **Stewardship:** Demonstrate total competency and integrity in the wise use of the resources entrusted to us.
- **Listening:** Be open, receptive, and curious. Listen to understand. Be a safe place for people to be heard.
- **Grace:** Understand the sacred nature of our work. Demonstrate a spirit of compassion and reverence toward those who seek our help.
- **Truth:** Be well informed in the truth and realities of poverty, the facts, best research and best practices. Speak truth to clients in ways it can be received and applied. Clarify expectations. Keep promises.
- **Collaboration:** Be a participant in an ongoing collaboration between community resources who share a commitment to “Person-Centered Relationships” and seek ways to function together seamlessly around individual client needs.
- **Better Lives:** Be the ultimate fruit of all we do.